



Frequently Asked Questions about the Chatham County Public Health Department's Partnership with StarMed Healthcare on Mass Vaccination Clinics

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Who is StarMed and how have they been involved with COVID-19 response efforts?

StarMed Healthcare is a healthcare provider based in Charlotte, NC. Since the summer of last year, StarMed has been working with the NC Department of Health and Human Services (NCDHHS) and counties across North Carolina to support COVID-19 response efforts. In Chatham County, the Chatham County Public Health Department (CCPHD) began working with NCDHHS and StarMed in early fall 2020 to set up twice weekly COVID-19 testing sites in east and west Chatham. These efforts were supported by a contract between NCDHHS and StarMed at no cost to the county.

NCDHHS is now contracting with StarMed to administer COVID-19 vaccinations in different counties across N.C., including Chatham. StarMed is already running mass vaccination clinics in counties including Mecklenburg, Onslow and Randolph. More information about StarMed can be found at <https://starmed.care/>.

Why is the CCPHD making this transition to StarMed for mass vaccination clinics in Chatham County?

In early January, the CCPHD, like counties across the state, set up mass vaccination clinics following a directive from NCDHHS. Since January, the CCPHD has hosted several of these clinics at the Chatham Agriculture and Conference Center, each requiring 50-60 staff and volunteers to operate. In addition, staffing is needed to run a call center, schedule appointments, prepare and print forms, develop and update plans, and take on additional tasks outside of the clinic itself.

Hosting these mass vaccination clinics required shifting resources from other pandemic response and vaccination efforts. Through this partnership with StarMed, mass vaccination

clinics will continue and expand to different hours, including Saturday clinics, and the CCPHD will be able to devote more time to reaching priority populations that often face barriers to healthcare resources, including marginalized communities.

What if I got my first dose at the Ag Center from CCPHD? Do I need to reschedule or call StarMed to make an appointment for my second dose?

The CCPHD will coordinate with StarMed to ensure those who have a second dose appointment will get their vaccine as planned. Appointments will be at the same date, time, and location (Ag Center) as they were originally scheduled. There is no need to call to confirm or schedule an appointment for your second dose if you received your first dose from the CCPHD.

What if I entered my information in the Vaccine Interest Tool or through CCPHD's Info Line? Do I need to sign up through StarMed as well to be added to their database?

The CCPHD will work with StarMed to schedule appointments for those in the database. You do not need to sign up with StarMed as well. Once appointments are available for your group, you will be contacted either by the CCPHD or by StarMed to make an appointment in StarMed's system.

Will hours of operation for these clinics expand with this partnership?

Yes, the CCPHD is working with StarMed to offer Saturday clinics for those who have difficulty getting off work to attend weekday clinics. These Saturday clinics will begin in mid-March and take place as vaccine supply and resources allow.